M e m o r a n d u m

To   :   MIRS Customers   Date: December 2, 2002

From   :   State Controller's Office
             Ron Hutcheson, Manager
             Customer Support Section

Subject: 2002 CUSTOMER SATISFACTION SURVEY RESULTS

The State Controller's Office, Personnel/Payroll Services Division, has completed the 2002 Management Information Retrieval System (MIRS) Customer Satisfaction Survey and is pleased to share the results. This survey focused on how well the MIRS is satisfying customer needs in specific areas of Program Performance, Customer Support, Communication, and Training.

The last MIRS Customer Satisfaction Survey was conducted in October 2000. The 2002 survey contained the same questions used in 2000, to provide for a comparison between both surveys. The 2002 survey was sent to 92 MIRS departments. Whereas the 2000 survey had a very good survey response rate of 78 percent, the 2002 response rate was an exceptional 91 percent (84 surveys returned). This outstanding rate clearly indicates that you, our customers, feel your input is valued and has/will be used to implement improvements that enhance our service level.

The attached provides 2002 versus 2000 Customer Satisfaction Survey result comparisons, and 2002 survey results by each of the four categories, including a sampling of survey write-in comments/suggestions. Our overall 2002 customer satisfaction rating of 97.9 percent reflects a 1.3 percent increase over our 2000 survey rating of 96.6 percent. Also, three of the four categories show overall improvement, with the fourth category, Training, indicating a concern with the frequency and types of training programs offered.

The 2002 survey results and related comments/suggestions provide an excellent tool for identifying and implementing MIRS improvement opportunities. While we will review and evaluate all survey ratings and comments/suggestions, our focus will be directed at the Training category. Steps are currently underway to provide MIRS customers with additional MIRS training, including Refresher and Intermediate classes.

Your time and effort in participating in this year's survey is greatly appreciated. Please remember that our focus is on you, our customers, and your input has provided us with areas where we can enhance our customer service level. Should you have any questions regarding the survey, please contact me at (916) 445-6983, or via email at rhutcheson@sco.ca.gov.

Thank you.

RH:gd

STATE CONTROLLER'S OFFICE
MANAGEMENT INFORMATION RETRIEVAL SYSTEM
2002 vs. 2000 CUSTOMER SATISFACTION SURVEY
COMPARISON REPORT

Rating	2002	2000	Difference
Overall Satisfaction	97.9%	96.6%	1.3%

Satisfaction Level	2002	2000	Difference
Very Satisfied	56.8%	58.2%	(1.4%)
Satisfied	41.1%	38.4%	2.7%
Dissatisfied	1.7%	3.0%	(1.3%)
Very Dissatisfied	0.4%	0.4%	No Change

Category	2002	2000	Difference
Program Performance	97.2%	91.2%	6.0%
Customer Support	99.8%	99.7%	0.1%
Communication	98.7%	97.8%	0.9%
Training	95.1%	98.5%	(3.4%)

STATE CONTROLLER'S OFFICE
MANAGEMENT INFORMATION RETRIEVAL SYSTEM
2002 CUSTOMER SATISFACTION SURVEY

Program Performance	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall Results	44.6%	52.6%	2.2%	0.6%
Meeting your mgt information needs	54.8%	45.2%	0.0%	0.0%
Screens and function keys	41.0%	55.4%	3.6%	0.0%
Existing Common Library reports	32.5%	67.5%	0.0%	0.0%
Ease of use	30.2%	57.8%	8.4%	3.6%
System response time	59.5%	40.5%	0.0%	0.0%
Data files/elements	49.4%	49.4%	1.2%	0.0%

SAMPLING OF PROGRAM PERFORMANCE WRITE-IN COMMENTS

- We are extremely pleased with MIRS performance – although there may be some "desires" – it is probably "user" practice that will help more! The new Position Inventory File is a great addition, as we become more proficient in using its data flows – Thank you!
- Ease of use – I have been working on MIRS for approximately 1 year and I still find it very hard to use – this is the general consensus from most people I know who have used MIRS.
- I'm very comfortable with the MIRS system.
- Would like key menu report screens.
- Updates Friday, can it update twice per week?
- When you are writing a report and done with the report there is no prompt to tell you how to get out. A prompt would be helpful.
- Currently on dumb terminal.
- Need more retirement reports.
- Would like to open report and go to the end to view the final $ total without paging thru.
- I don't use very many of the Common Library reports.
- More Common Library reports are always welcome!
- Pretty happy overall. Wish some of the reports could be more combined.

STATE CONTROLLER'S OFFICE
MANAGEMENT INFORMATION RETRIEVAL SYSTEM
2002 CUSTOMER SATISFACTION SURVEY

Customer Support	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall Results	76.0%	23.8%	0.2%	0.0%
Availability by phone, fax, e-mail or other electronic mail	80.5%	19.5%	0.0%	0.0%
Willingness to work with you until your Reporting needs are met	86.4%	13.6%	0.0%	0.0%
Understand your mgt information needs	71.6%	28.4%	0.0%	0.0%
Anticipate your mgt information needs	54.7%	44.0%	1.3%	0.0%
Possess appropriate technical knowledge	81.5%	18.5%	0.0%	0.0%
Provide adequate technical assistance	81.3%	18.7%	0.0%	0.0%

SAMPLING OF CUSTOMER SUPPORT WRITE-IN COMMENTS

- All MIRS Consultants are very helpful. Couldn't use the system without them.
- I always get prompt, pleasant assistance when I call.
- Have always found MIRS Consultants very helpful and always respond promptly to any questions asked.
- Every time I have had a problem, there has always been someone there to assist me.
- Superior customer support as our dept with its 2 separate agencies & specialized military requirements – WOW!
- Please be patient with the users since we are not as familiar as the MIRS Consultants are.
- The MIRS team is AWESOME!
- Everyone there has been extremely helpful and knowledgeable.
- Need more feedback from consultants regarding reports created by the department.
- Sometimes the consultants could be a little more patient when we don't fully understand how to create what we need – but all-in-all, we have appreciated the help we have received so far.
- I always get my questions answered & my problems solved.
- Would like to see helpful hints or tools appear on the new reports or some other methods.
- Consultants are always willing and able to help.
- Staff are always friendly, courteous and very helpful in problem solving.
- You unit deserves high marks on this area.

STATE CONTROLLER'S OFFICE
MANAGEMENT INFORMATION RETRIEVAL SYSTEM
2002 CUSTOMER SATISFACTION SURVEY

Communication	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall Results	56.5%	42.2%	0.7%	0.6%
MIRS Web Site	52.6%	46.1%	1.3%	0.0%
Notes sent via electronic mail	64.7%	34.1%	0.0%	1.2%
Messages displayed on the MIRS message logon screen	54.4%	44.4%	0.0%	1.2%
MIRS Bulletins	54.4%	44.3%	1.3%	0.0%

SAMPLING OF COMMUNICATION WRITE-IN COMMENTS

- If there should be any questions regarding e-mails, bulletins they are very helpful.
- Not sure about the MIRS bulletins.
- All exceedingly well done – all forms of communication used.
- Keep sending programming tips and examples, including report formats in the newsletters. They are helpful.
- Haven't used it much yet but intend to increase usage soon.
- Do not have access to e-mail. Office Vision only.
- Have there been any hard copy MIRS bulletins? I don't recall receiving any in over a year?
- Sometimes the information on the website (changes) are hard to understand – hard to tell what's been changed or if the current revision is the latest, or ? I just remember this from a while back and would need to go through it again to remember the exact problems I had.

STATE CONTROLLER'S OFFICE
MANAGEMENT INFORMATION RETRIEVAL SYSTEM
2002 CUSTOMER SATISFACTION SURVEY

Training	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall Results	47.0%	48.1%	4.3%	0.6%
Frequency of training	18.5%	58.5%	20.0%	3.0%
Organization of course materials	47.1%	52.9%	0.0%	0.0%
Appropriate topics covered	44.3%	54.3%	1.4%	0.0%
Training aids used	50.0%	50.0%	0.0%	0.0%
Knowledge of trainer(s)	75.0%	25.0%	0.0%	0.0%

SAMPLING OF TRAINING WRITE-IN COMMENTS

- I know I could always use refresher classes, mostly to go over some of the newer items/commands etc.
- MIRS trainers are great.
- I'd like to see an advances report writing class – specifically addressing "match" files etc.
- I think that a refresher course would be helpful for those (like me) who don't use it daily.
- Again – all support exceeds our expectations – just WOW!
- More training on advanced technique – "hold files", graphs of various sorts, customizing reports, etc.
- Introduce a MIRS refresher course. As a part-time MIRS user this would be helpful.
- I have not attended any training this last year. However the training I have received in the past was great. Will you be holding another MIRS workshop?
- No training has been offered since initial training. Would like some intermediate classes. Also, no workshops have been offered.
- Would like more follow up training. Although with the budget, it is difficult to travel.
- Very comfortable knowing I can contact the trainers at any time.
- I would like to attend "match" class.

MIRS ENHANCEMENT WRITE-IN SUGGESTIONS

Training

- Have a one-day class on downloading to databases.
- Make downloading easier.
- Being able to alter the 'fieldname' size in the 'by' phrase.
- List of common error messages and the fix.
- Advanced MIRS training for long time users.
- Provide more advanced/refresher classes.
- Classes on some shortcuts or how to! – Match and run reports.
- Required quarterly classes for updates so we have to return to SCO/MIRS Training Center – YES!
- Explanation of error messages – more concise when writing a report & doing something wrong.
- Training in Southern California.
- Establish User Group meetings.
- Follow-up training.
- Ability to train more than one user – we have a need to have back-ups, and it's too difficult for us to train someone.

System Changes

- Increase idle time before the system logs you off.
- Make screen print pages, use full page.
- Key function menu on report screens.
- Update more than once a week.
- Prompt key for exiting reports.
- Additional history (Employment and Payment).
- Ability to cross tab between files.
- Advanced deduction info. Ex: savings bond, misc deductions, etc.
- Make MIRS more user friendly.
- Make it easier to use – error messages should be more specific instead of using line # error message.
- Longer history (at least three years).
- Accounts Receivable program to identify AR's from payment history.

Reports

- Have the departmental library displayed first instead of the personal library since we always need to switch to the departmental and we never use the personal library (or maybe some depts do – but not as frequently).
- More intermittent reports in common library.
- Could anything be done to simplify report writing when match files command must be used to extract data from more than one table?
- Request written listing of reports we think common library could use.
- Quarterly suggestions from MIRS users for additions to Common Library reports needed.
- Would like to have knowledge of some of the reports that other agencies use to enhance, expedite, streamline their work (i.e., budget report, positions filled, vacant).

- Easier way to write reports.
- Some way for depts to share with others in the dept when they have developed a report that may be useful to others.